
Integration Activities

• • • Individual Activities • • •

1. Lesson Summary

Cut out the following summary card and place it in a visible location for two weeks

Basic Career Counseling – Concepts

The main ideas of this lesson are:

1. The helping process is a shared process through which a professional helper empowers someone to understand a problem, plan solutions, and implement meaningful change.
2. Career counseling at DWS uses the professional helping process to provide employment services that help customers attain self-sufficiency or increased income in a satisfying career.
3. The four phases of the career counseling process are:
 - Collecting information
 - Assessing customers
 - Referring to resources
 - Evaluating progress

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2. Change and the Helping Process

Review the definition of the helping process, and then complete the table by answering the question in each box.

	Changes	Attitudes and Emotions
Customer	What organizational, work role or personal changes typically prompt customers to seek help at your DWS employment center?	What attitudes or emotions might a customer have as they begin to work with you in the helping process?
Counselor	What positive changes, outcomes, or goals do you encourage?	What attitudes, skills, and resources best help you support meaningful change in your customers' lives?

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3. How Do I CARE?

Review your appointments, activities, and meetings for the past week. To which phase of the career counseling process do they relate? List them in the appropriate boxes then answer the questions below.

Collect information	Assess the customer
Refer to resources	Evaluate progress

What did you learn from this review?

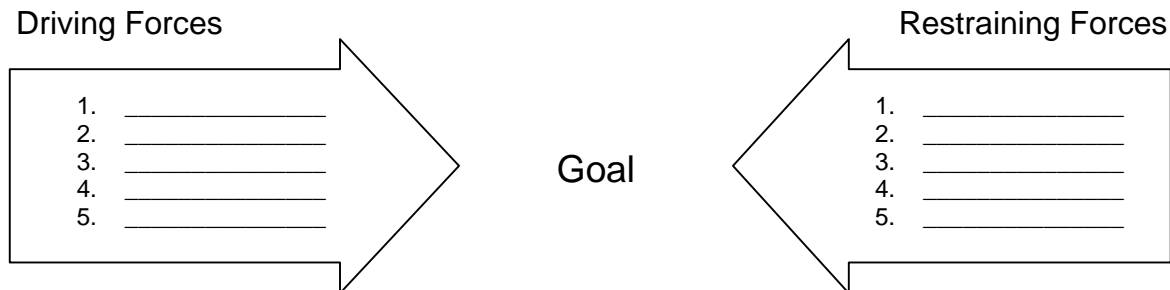
What changes, if any, will you make in the way you use your time with customers and other DWS staff?

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1. Force Field Analysis

Force field analysis is a useful exercise to clarify a problem and find solutions that are responsive to specific obstacles to goal achievement.



In this group activity, lead a discussion that looks at both driving and restraining forces in common career counseling activities. Begin by writing one of the following phases of career counseling in the center of the chalkboard. This is the goal.

- Collecting information
- Assessing customers
- Referring to resources
- Evaluating progress

On one side of the goal list positive, driving forces. These could be skills, attitudes, policy, procedures, programs, tools, or other resources. List negative, restraining forces on the other side of the goal. After creating each list lead a discussion to explore the following questions:

1. What supports and enhances the driving forces for this phase of career counseling?
2. What removes or minimizes the restraining forces that hinder this phase of career counseling?
3. What best practices does this review suggest?

Note: This exercise may be repeated with goals other than the phases of career counseling, including SMART goals, customer barriers, etc.